

Health Homes Herald

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Helping people live healthier lives by integrating and coordinating services and supports to treat the “whole-person” across the lifespan.

Health Homes: Avoiding the ER and Working Toward a Healthier Future

Our Health Homes success story this month comes to us from the Health Home at Valeo. Janelle Banz, a Health Home Care Coordinator writes:

I recently gained a new consumer who expressed interest in participating in the Health Home program. This member was eligible, and the first time we met I realized her blood pressure was very high.

We waited for awhile then retested but it remained high. I had reconciled her medications earlier but she had not reported that her doctor had prescribed high blood pressure medication for her which she had never picked up.

Instead of going to the emergency room we were able to arrange for a cab to take her to the pharmacy. We also provided her bottled water and encouraged

her to go to the pharmacy immediately .

The member agreed to go and took her medication immediately after picking it up. After getting all of her medication under control, we made an appointment with her primary care doctor so that she could be seen quickly.

The member as well as our Health Home staff were happy to be able to avoid a emergency room visit! In addition, this was a great opportunity to provide the member with educational materials and to remind her about how important it was to manage this condition.

This member has been participating in the program since, and reports that she is now taking her medication consistently.

This story demonstrates how Health Homes can

lead to both short and long-term success for our members. While avoiding the emergency room is always fantastic, the lasting impact of medication management will dramatically impact this member's quality of life!

Great job Janelle, this is fantastic work!

If you have a success story that you'd like us to feature in the Health Homes Herald, please contact:

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Upcoming News and Events

- Health Action Plan Webinar — Oct. 27 at 10:00 am
- Learning Collaborative Webinar — Dec. 1 at 3:00 pm

Questions?

Email:

healthhomes@kdheks.gov

Phone:

1-785-296-3981



Consumers' Frequently Asked Questions

I received a letter saying that I am invited to join Health Homes. What should I do?

If you decided not to be in a Health Home last year, your MCO will send you a letter each year to remind you that you still have the chance to change your mind and be in a Health Home. If you still do not want to be in a Health Home, you can ignore the letter. If you do want to be in a Health Home, please call your MCO and they can help you get assigned to the Health Home Partner that you want to work with.

If you have questions or just want to talk about Health Homes please contact Samantha Ferencik:

Phone : 785-296-8001 Email: sferencik@kdheks.gov

Updated Health Home Manual Now Available

The state team is happy to announce that the newest edition of the SMI Health Home Manual is now available online at: http://www.kancare.ks.gov/health_home/download/KanCare_Health_Homes_Program_Manual_SMI.pdf. To aid Health Homes staff in navigating the new Manual, the state team, along with the MCOs and Wichita State Center for Community Support and Research (CCSR) conducted a webinar last week to highlight important changes and new policies contained in the Manual update. If you didn't get a chance to listen in to the webinar live, you can access it here:

http://www.kancare.ks.gov/health_home/download/LC_Webinar.pdf

Very briefly, here are a few key items to note about the newest Manual and policies:

- **HAP Timeline** — There is now an expectation that the initial HAP will be completed within 90 days of the Health Home Partner making contact with a member.
- **Expedited Referral Form** — There is now a form to more quickly ensure a potential Health Home member's assignment to a particular Health Home. See the Manual for more guidance.
- **Urgent Referral Process** — If you believe you have a member who needs to be immediately placed in a Health Home due to urgent medical issues or another crisis situation, please call the member's MCO to discuss these cases.
- **Refusal Forms** — There will now be no reassignments after a Refusal Form is processed.
- **Diagnosis Codes** — Diagnosis codes are required. Remember, ICD-9 code 780.00 and ICD-10 code R68.89 are not acceptable.

These are just highlights so be sure to check out the webinar and the Manual itself for a more thorough description of all the newest changes to the Health Home program.



Update from Wichita State University Center for Community Support & Research

The WSU Center for Community Support & Research provides learning opportunities for staff within contracted Health Home providers. Here what's coming up:

- The **Health Action Plan Learning Series** is an opportunity for Care Coordinators and Social Workers within contracted Health Home Partners to gain tools and resources for writing quality Health Action Plans with their members. Our next webinar – Health Literacy – is scheduled for October 27 at 10:00 a.m. Watch for your invitation to participate!
- The **Health Homes Learning Collaborative** allows administrators and managers within contracted Health Home Partners to share ideas and resources to continuously improve the current Health Home system in Kansas and is required for all current contracted HHPs. Our last webinar was on Tuesday, October 6 at 3:00 p.m. and focused on changes to the Health Homes Program Manual and Forms. Check back for upcoming Learning Collaborative activities.

Pre-registration for all events is required and is limited to staff from Health Home Partners who are directly contracted with one or more MCO. For more information or to add your name to an invitation list, please contact Vanessa Lohf at vanessa.lohf@wichita.edu.

Health Homes Tips and Tricks

Our Health Homes Tip of the Month comes to us from Julie Dillman at the Southeast Kansas Wellness Health Home operated by The Southeast Kansas Mental Health Center. Julie attended the Health Home conference in August where she attended a session that featured a video titled “Just Breathe” wherein feelings of anger were compared to a jar of shaken glitter.

The message is that after finding a quiet place, closing your eyes and breathing deeply, anger will settle down just like a shaken jar of glitter. The anger and the glitter will settle to the bottom, allowing for more productive discussion and problem solving.

Julie immediately saw the value of having a “glitter jar” and teaching this concept to Health Home members, particularly children and their parents. Julie has already had good success with this strategy and encourages others to give it a try.

Great job, Julie! Its always fantastic to hear how our Health Homes continue to learn and share the techniques that have proven successful for them!

If you have ideas, tips, tricks or strategies that you'd like to share, please contact Samantha Ferencik at: Phone : 785-296-8001 Email: sferencik@kdheks.gov



It is Time to Get Your Flu Shot

The Centers for Disease Control and Prevention (CDC) reports that the timing of flu outbreaks is very unpredictable and can vary in different parts of the country and from season to season.

This unpredictability means that you should be prepared earlier, rather than later. It takes about two weeks after vaccination for antibodies to develop in the body and provide protection against the flu.

Most seasonal flu activity occurs between October and May, though flu activity most commonly peaks in the United States between December and February.

The CDC recommends a yearly flu vaccine for everyone six months of age and older as the first and most important step in protecting against this serious disease.

People should begin getting vaccinated as soon as possible after flu vaccines become

available, if possible by October, to ensure that as many people as possible are protected before flu season begins.

In addition to getting a seasonal flu vaccine if you have not already gotten vaccinated, you can take everyday actions like staying away from sick people and washing your hands to reduce the spread of germs.

If you are sick with flu, stay home from work or school to prevent spreading flu to others. There are antiviral drugs available to treat the flu illness if you are at high risk of serious flu complications.

People at high risk of serious flu complications (such as children younger than 2 years, adults 65 and older, pregnant women, and people with certain medical conditions) and people who are very sick with flu (such as those hospitalized because of flu) should get antiviral drugs.

Treating high risk people or people who are very sick with flu

with antiviral drugs is very important. Prompt treatment can mean the difference between having a milder illness versus very serious illness that could result in a hospital stay.

Remember to get vaccinated and encourage your loved ones to get vaccinated. If you have a loved one who is at high risk of flu complications and who develops flu symptoms, insist that he or she get a medical evaluation as soon as possible.

For more information about flu vaccines and the flu outlook for the 2015-2016 season visit:
<http://www.cdc.gov/flu/about/season/flu-season-2015-2016.htm>

Questions?

If you have questions, or would like more information about Health Homes in Kansas, please contact us. Our page on the KanCare website also contains information about the Health Homes project and documents are being updated regularly.

Phone: 785- 296-3981

Email: healthhomes@kdheks.gov

Website:
http://www.kancare.ks.gov/health_home.htm

